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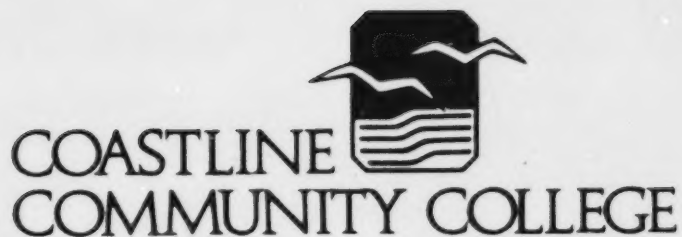
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ABSTRACT

Coastline Community College has developed a series of guides to assist adults who wish to obtain college credit or advanced standing in evaluating and verifying their non-college learning experiences. This guide lists the competency requirements of seven courses in the Personnel Associate program: Employee Selection and Placement, Special Services and Fringe Benefits I and II, Wage and Salary Administration, Personnel Management, Human Relations, and Fair Employment Laws. The student is asked to measure the knowledges and skills he/she has acquired on the job against specific behavioral objectives of each course. This evaluative process is facilitated by sections of the guide which ask whether the student is competent in each particular knowledge or skill and which provide opportunity for the student to record the basis of his/her competence or his/her ability to verify the competence. Verification is possible through: (1) a personal interview, (2) a job description of an applicable position that was held, (3) standard examination, (4) examples of written evidence, (5) completion of non-credit course or in-service training, (6) an instructor interview with present supervisor, or (7) other means specified by the student. The guide also refers to the concurrent use of a portfolio prepared by the student to identify, describe, and evaluate past learning experiences. (AYC)

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STUDENT GUIDE FOR DOCUMENTING
EXPERIENTIAL LEARNING

PERSONNEL ASSOCIATE

U.S. DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION

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JC 790 577

PROGRAM REQUIREMENTS

PERSONNEL ASSOCIATE

		Units
Personnel Management	Pers. Assoc. 804	3
Employee Selection & Placement	Pers. Assoc. 800	3
Special Services & Fringe Benefits I	Pers. Assoc. 801	3
Special Services & Fringe Benefits II	Pers. Assoc. 803	3
Wage and Salary Administration	Pers. Assoc. 802	3
Fair Employment Laws	Supv. 820	3
*Introduction to Psychology	Psych. 100	
OR		
Human Relations I	Supv. 802	3
TOTAL UNITS		20

*A Student Guide for Documenting Experiential Learning is not available for Introduction to Psychology. Students who feel they have competency in this area and who are not seeking credit for Human Relations I should investigate CLEP, PEP, or Credit by Examination.

CONTENTS

Pers. Assoc. 800--Employee Selection & Placement	i
Pers. Assoc. 801--Special Services & Fringe Benefits I . . .	v
Pers. Assoc. 802--Wage and Salary Administration	vii
Pers. Assoc. 803--Special Services & Fringe Benefits II . .	xiii
Pers. Assoc. 804--Personnel Management	xvii
Supv. 802--Human Relations I	xx
Supv. 820--Fair Employment Laws	xxiii
Blank Student Guide Pages	xxx

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 1

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Pers. Assoc. 800--Employee Selection and Placement</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges	
			Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
1. Can design characteristics of jobs													
2. Can identify personnel recruitment areas and resources													
3. Can set up procedures for recruiting and promotional competition projects and activities													
4. Can determine screening criteria and prepare instructions for screening personnel													
5. Can prepare job announcements and other materials for publicizing job opportunities													
6. Can select and assemble examination materials													
7. Can evaluate candidate protests and prepare responses													
8. Can prepare guidelines and participate as rater for oral test and performance test													
9. Can prepare the objectives and techniques of vocational counseling													

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 2

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Pers. Assoc. 800--Employee Selection and Placement</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
			Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
	Yes	No										
10. Can counsel employees in special programs in adjusting to work situations												
11. Can summarize the principles and concepts of equal employment opportunity and affirmative action programs												
12. Can demonstrate possession of interviewing techniques												
13. Can summarize state and federal regulations that pertain to gathering, interpreting, evaluating, and relating a candidate's knowledges, skills, abilities, education, and experience to established minimum qualifications for employment												
14. Can relate titles, job descriptions, duties performed, and job standards for employment for a wide range of occupations												
15. Can prepare procedures and practices of job analysis and position classification as they relate to recruiting and examining												
16. Identify community resources available for education, training, and recruiting												

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 3

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Pers. Assoc. 800--Employee Selection and Placement</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories										Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
			Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other			
	Yes	No											
17. Can summarize socio-economic problems, cultural differences, and language barriers to employment associated with various ethnic, female, or disadvantaged segments of the community													
18. Can define and apply basic statistical measures used in the scoring and evaluation of examinations													
19. Can prepare and present written and oral information in a concise and accurate manner													
20. Can communicate and interact effectively with individuals and groups at various organizational levels and with the general public													
21. Can design employment policies, including conditions of employment and employee benefits to prospective employees													
22. Can enumerate and describe the various selection devices available and determine which device or combination of devices to use in examining particular jobs													

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 4

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Pers. Assoc. 800--Employee Selection and Placement</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by. Check appropriate categories										Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other			
23. Can prepare guide for conducting exit interviews for those who terminate employment													

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 1

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Pers. Assoc. 801--Special Services and Fringe Benefits I</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories										Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
			Can verify through personal interview	Have job description or applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other			
	Yes	No											
1. Can draw up or design provisions for sick leave, bereavement leave, leave of absence with or without pay, pregnancy leave, excused and non-excused absences, military leave, jury and witness leave													
2. Can list various legal holidays, including those observed, pay practices for holidays and eligibility for pay for each holiday													
3. Can state the philosophy behind and describe technical details making up reimbursement programs, including those for mileage, tuition, personal property, stolen tools, and attorney bar fees													
4. Can describe provisions for on-the-job injury and workers compensation supplement pay, including treatment and injury provisions													
5. Can formulate the philosophy and working procedures of profit-sharing plans													
6. Can describe the various types of insurance programs offered to employees, including medical, dental, life and disability insurance													

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 2

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Pers. Assoc. 801--Special</u> <u>Services and Fringe Benefits I</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories										<i>Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges</i>
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other			
7. Can defend unemployment compensation policies, including severance pay, termination pay, and other related benefits including unemployment insurance													
8. Can evaluate the recreational and social activities for employees and appraise the positive benefits of these to the employee and the organization													
9. Can discuss or rephrase the general provisions of unemployment insurance, including the claims and appeals process, types of benefits, eligibility requirements, disqualification provisions, and unemployment insurance taxes													
10. Can communicate effectively with different levels of managements and non-management, contractors, general public, and others													

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Pers. Assoc. 802--Wage and Salary Administration</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by:									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
			Check appropriate categories									
	Yes	No	Can verify through personal interview	Have job description or applicable position held	Have written verifica- tion from employer	Can verify through standard examination	Have examples of written evidence	Have completed non- credit course or in-service training	Instructor interview with present super- visor	Other		
1. Can organize procedures, including on-site interviews with company representatives, for the purpose of collecting data about salaries												
2. Can design system for conducting salary surveys for unskilled, skilled, clerical, technical, professional, and administrative employees												
3. Can establish hiring rates, base rates, average-earned rates, addition and incentive rates and apply the cost of hiring index												
4. Can grade jobs using one of the following job evaluation methods: the ranking method, factor comparison method, point-rating method, job classification method, and executive evaluation												
5. Can prepare administrators manuals, including guidelines for studying jobs, preparation of job descriptions, and a study of occupational titles												

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 2

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Pers. Assoc. 802--Wage and Salary Administration</u>		Check whether competent in knowledge or skill Yes No		Basis of Competence or Verification by: Check appropriate categories								Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges	
				Can verify through personal interview	Have job description or applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
6.	Can prepare job descriptions, including a general definition of the position, a narrative of the class characteristics, examples of duties, a listing of educational experience, knowledges, skills, and abilities, physical qualifications, and licenses required												
7.	Can prepare evaluation point factors, position rates, and labor grades												
8.	Can review job description forms												
9.	Can list sources of background for occupational and job information												
10.	Can design procedures for recommending allocation or reallocation of positions to appropriate classes												
11.	Can develop job-class concepts based on job studies												
12.	Can prepare class specifications												
13.	Can establish guidelines for recommending the adoption or revision of class specifications												

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 3

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Pers. Assoc. 802--Wage and Salary Administration</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges	
			Yes	No	Can verify through personal interview	Have job description or applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other	
14. Can conduct studies and prepare recommendations on internal salary relationships between classes for equal organization													
15. Can analyze salary data and make recommendations on salary level for given jobs													
16. Can conduct surveys and studies necessary for the maintenance or revision of classifications and pay plan													
17. Can analyze job duties to determine the job-related skills, knowledges, and abilities													
18. Can establish job-related standards for employment and promotion													
19. Can prepare information to assist recruiters in designing and administering the specific details of a screening plan													
20. Can prepare guidelines for analyzing changes in job tasks or skill requirements to facilitate job restructuring													

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 4

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Pers. Assoc. 802--Wage and Salary Administration</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
21. Can summarize the principles and policies relating to position classification programs and the practices required to conduct job-content analysis, evaluation of the complexity and difficulty of the job duties and responsibilities and the establishment of employment standards												
22. Can summarize the principles and practices of salary survey and statistical sampling and analysis, including structural, internal, and market influences that affect wage determinations, labor statistics terminology, and occupational definitions												
23. Can list or describe the data sources and selection methods necessary to obtain occupational and salary information, fringe benefit costs, and labor statistics												
24. Can set general guidelines for the administration and control of a compensation and pay plan												

(cont.)

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Pers. Assoc. 802--Wage and Salary Administration</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verifica- tion from employer	Can verify through standard examination	Have examples of written evidence	Have completed non- credit course or in-service training	Instructor interview with present super- visor	Other		
25. Can organize a system of planning and administering procedures required to maintain a timely classification and pay program and conduct salary surveys												
26. Can determine criteria for awarding salary on promotion, reassignment, reduction, reclassification, reemployment, general increases, and payment procedure for each situation												
27. Can establish procedures for administering incentive and profit-sharing plans, including those which require knowledge of individual incentive systems, group incentive plans, piece-work, profitsharing, and bonuses												
28. Can summarize the problems, objectives, policies, and coordinating procedures of payment rating, including the ability to establish measuring instruments, communication methods for the program, administration of promotional increases, budgets and controls												
29. Can set procedures for administration of appraisal methods, including interviewing techniques, their purpose and objectives, and the use of rating scales												

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 6

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Pers. Assoc. 802--Wage and Salary Administration</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description or applicable position	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
30. Can establish the validity of appraisal methods												
31. Can set procedures for workweek, overtime, and premium pay practices, including exclusions, rest periods, cleanup, and lunch break times; premium pay for night-shift differential, on-call pay, call-back pay, swing-stage pay and bilingual pay												

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 1

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Pers. Assoc. 803--Special Services & Fringe Benefits II</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
			Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
	Yes	No										
1. Can complete injury claims, review injury reports for completeness and consistency												
2. Can develop documentation of cases by requesting reports from doctors, employers, witnesses, and resolves discrepancies in data												
3. Can prepare cases for litigation, arrange special investigating medical examinations												
4. Can describe the role of Workers' Compensation Appeals Board Hearings												
5. Can describe provisions for on-the-job injury and workers' compensation supplement pay, including treatment and injury provisions												
6. Can research pertinent statutes in compensation cases												
7. Can determine compensability in accordance with applicable laws, rules and regulations												
8. Can design authorization system for payment of medical bills and temporary disability compensation											(cont.)	

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 2

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Pers. Assoc. 803--Special</u> <u>Services & Fringe Benefits II</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories										Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
			Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-in-service training	Instructor interview with present supervisor	Other			
	Yes	No											
9. Can evaluate and recommend amounts to be paid for permanent disability and death compensation													
10. Can report case status on basis of concontacts with claimants, physicians, rehabilitation specialists and departmental personnel offices													
11. Can organize system for contacting claimants and encourage the earliest return to employment consistent with the nature of illness or injury													
12. Can calculate workers' compensation benefits using appropriate methods and procedures													
13. Can develop, evaluate, and present a workmens' compensation case involving litigation and complex medical claims													
14. Can prepare written reports on status of all open cases with recommendations for appropriate action													
15. Can maintain statistical and budget records													
16. Can propose and design studies of industrial accidents													

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 3

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Pers. Assoc. 803--Special Services & Fringe Benefits II</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories										Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other			
17. Can perform simple mathematics, including addition, multiplication, division, and calculation of percentages													
18. Possesses active vocabulary in medical terminology used in the care and treatment of occupational injuries and diseases													
19. Can process an employee's claim with appropriate interpretation and application of the California Workers' Compensation Law													
20. Can interpret principles, laws, and procedures related to bookkeeping and auditing functions													
21. Can communicate effectively with different levels of management and non-management, contractors, general public, and others													
22. Can audit claims against the company to verify their compliancy to instructions, specifications, and provisions of contracts, agreements, and laws													

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 4

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Pers. Assoc. 803--Special</u> <u>Services & Fringe Benefits II</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
23. Can make final review of claims for proper budget classification, coding and total claims for approval of legitimate claims and payment												
24. Can answer questions that involve searching for and abstracting technical data and detailed explanation of laws, policies, or procedures											7	

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 1

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Personnel Associate 804--</u> <u>Personnel Management</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories										Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
			Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other			
	Yes	No											
1. Can discuss the specific impact that collective bargaining has on procedures for implementing seniority and pay structures of a company													
2. Can outline the concept of manpower management in contrast to industrial relations													
3. Can relate an example of how management theory was involved in a hypothetical management problem or problem from personal experience and the role of management theory in the solution of the problem													
4. Can explain work theory as related to characteristics that distinguish working behavior from that of non-work													
5. Can describe a situation in which cause and effect in organization behavior would assist in prediction and forecasts													
6. Can explain formal and informal organization structure and cite examples of each													

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 2

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Personnel Associate 804--</u> <u>Personnel Management</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
			Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
	Yes	No										
7. Can design a typical organizational structure, indicating line and staff positions and their functions												
8. Can explain group dynamics analysis and its relationship to administrative theory												
9. Can design a pert network and review its effect on manpower management planning												
10. Can outline the impact of time standards on manning tables; explain how work sampling can also be a factor												
11. Can design a system for "personnel appraisal" and explain how it is typically used in assessment of company manpower resources												
12. Can analyze seniority versus ability as related to layoff and promotion												
13. Can prepare an employee selection policy, involving testing and evaluation criteria												
14. Can interpret union philosophy and theory; relate this to bargaining theory of wages												

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 3

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Personnel Associate 804--</u> <u>Personnel Management</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by:										Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Check appropriate categories										
			Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other			
15. Can illustrate the impact of government regulatory measures like the Sherman, Clayton, and Taft-Hartley Acts on organized labor													
16. Can design a system for employee management communications, including downward, upward, and horizontal													
17. Can explain the equity theory in employee compensation and how it relates to integrated compensation policy													
18. Can compare the four principal systems of job evaluation; i.e., ranking, job classification, point systems, and factor-comparison systems													
19. Can design procedures for auditing employment relationships													
20. Can outline typical components of manpower management research methodology													

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 1

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Supv. 802--Human Relations II</u>		Check whether competent in knowledge or skill Yes No		Basis of Competence or Verification by: Check appropriate categories								Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
				Can verify through personal interview	Have job description or applicable position held	Have written verifica- tion from employer	Can verify through standard examination	Have examples of written evidence	Have completed non- credit course or in-service training	Instructor interview with present super- visor	Other	
1.	Can prepare an organization chart for a large business											
2.	Can describe relationships between departments in a typical government or industrial organization											
3.	Can illustrate how "span of control" has an impact upon the way that a business is organized											
4.	Can prepare or design a process of "working through people," citing actual or fictional examples											
5.	Can give a hypothetical or personal example of leadership showing the characteristics that make up competence as a leader											
6.	Can prepare procedures or guidelines for establishing effective vertical and horizontal communication between supervisor and other employees, indicating where potential barrier might be encountered											

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 2

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Supv. 802--Human Relations I</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories										Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other			
7. Can describe all factors by which a supervisor creates a climate which motivates employees, giving actual or fictional examples													
8. Can prepare appropriate procedures for appraising an employee's performance													
9. Can relate the "hierarchy of needs" to employee motivation in the work environment													
10. Can relate examples of how appropriate application of factors from McGregor's "Theory X and Theory Y" can improve productivity and morale													
11. Can prepare procedures for conducting an effective interview, indicating potential pitfalls which can be avoided													
12. Can trace the history of unions and relate union history to unionism today													
13. Can define and describe factors by which a supervisor establishes and maintains control													

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 3

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Supv. 802--Human Relations I</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
14. Can define and illustrate the following functions in supervision: planning, organizing, leading, and controlling												

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 1

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Supv. 820--Fair Employment Laws</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by:										Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Check appropriate categories										
			Can verify through personal interview	Have job description of applicable position	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other			
1. Can evaluate affirmative action plans in regard to assuring attainment of equal employment opportunities													
2. Can design a recruitment plan which will increase employment of ethnic minorities and women													
3. Can design career ladders so that ethnic minorities and women will have the opportunity to achieve increasing responsibility, status, and pay													
4. Can construct valid job-related standards and screening techniques for selection that will not contain artificial barriers to employment													
5. Can design staff in-service for improved understanding of ethnic minority cultures and women among administrators, supervisors, and employees													
6. Can design in-service training and counseling programs for ethnic minorities and women so that they may obtain the necessary skills and knowledges to compete for advancement													

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 2

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Supv. 820--Fair Employment Laws</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories										Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other			
7. Can interpret and evaluate requirements and programs and recommend action regarding Equal Opportunity requirements of federal and state agencies													
8. Can design and plan investigations of allegations of unfair hiring practices and employee grievances relating to discrimination													
9. Can design and plan investigations of complaints as a mediator between complainant and departmental manager													
10. Can prepare guidelines for determining whether discrimination charges are substantiated													
11. Can design a system for prevention of job discrimination													
12. Can design guidelines for representing the employer on affirmative action in relationship with equal employment opportunity enforcement agencies, a wide variety of community groups, employees, and employee representatives													
13. Can prepare periodic reports on the affirmative action program to be submitted to compliance agencies													

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 3

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Supv. 820--Fair Employment Laws</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories										Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other			
14. Can design in-service training activities related to affirmative action programs and can prepare information articles to management and employees													
15. Can design and provide technical assistance to departments, including advise on affirmative action plans, recruitment, and career restructuring													
16. Can rephrase EEOC and FEPC guidelines pertaining to employment discrimination													
17. Can summarize legislation and court decisions for their implications on EEO guidelines													
18. Can prepare recommendations for proposed legislation to remedy identified problem areas													
19. Can compose suggestions for policy statements for the employer on affirmative action legislation													
20. Can identify the principles, practices, and procedures necessary to plan, organize, direct, coordinate, and evaluate affirmative action programs													

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 4

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Supv. 820--Fair Employment Laws</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
21. Can design and implement a system for gathering, evaluating, and transmitting information												
22. Can design and implement procedures for interviewing, counseling, and instructing												
23. Can prepare procedures for organizing and directing group discussions at all levels in the agency and for clients												
24. Can develop procedures and methods for promoting equality of opportunity for minority groups and women												
25. Can rephrase the principles and practices of affirmative action for protected groups												
26. Can list and discuss basic court decisions pertinent to EEO and affirmative action												
27. Can describe problems of racial and ethnic minority groups, women, the disadvantaged, and intergroup relations within communities												

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 5

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Supv. 820--Fair Employment Laws</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
28. Can summarize the functional responsibilities of the personnel program, including the principles and policies of personnel administration, management, behavioral science, training, performance evaluations, and suspension												
29. Can relate EEO and affirmative action to the functional responsibilities of a personnel program as described in No. 28												
30. Can identify needs and formulate policy statements												
31. Can develop and design program objectives, with appropriate procedures, materials, and evaluation techniques												
32. Can set guidelines for interacting with personnel at all levels of the organization												
33. Can describe techniques for controlling stressful and/or confrontation type situations requiring instructing, persuading, and motivating people in accordance with the desired objective												

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 6

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Supv. 820--Fair Employment Laws</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
			Can verify through personal interview	Have job description of applicable position held	Have written verifica- tion from employer	Can verify through standard examination	Have examples of written evidence	Have completed non- credit course or in-service training	Instructor interview with present super- visor	Other		
	Yes	No										
34. Can suggest techniques for dealing tactfully with people on sensitive problems involving divergent viewpoints												
35. Can prepare comprehensive oral and written reports on a given affirmative action investigation												
36. As liaison, can set guidelines for advising, regarding, or resolving differences between departments												
37. Can set guidelines for supervising or subordinating with regard to affirmative action												
38. Can list potential problem areas in administering Fair Employment Laws												
39. Can establish guidelines for selection, interpretation, and evaluation of data												
40. Can demonstrate use of principles of inductive and deductive reasoning and validate conclusions												
41. Can formulate alternative courses of action in hypothetical situations and select appropriate course												

(cont.)

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

PAGE 7

Knowledges and Skills Acquired on the Job Certificate: <u>Personnel Associate</u> Course: <u>Supv. 820--Fair Employment Laws</u>	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
	Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verification from employer	Can verify through standard examination	Have examples of written evidence	Have completed non-credit course or in-service training	Instructor interview with present supervisor	Other		
42. Can rationalize and project consequences of hypothetical decisions and/or recommendations with arguments for appropriate decisions												
43. Can design, plan, initiate, and coordinate action to implement recommendations												

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

Knowledges and Skills Acquired on the Job Certificate: _____ Course: _____	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
			Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verifica- tion from employer	Can verify through standard examination	Have examples of written evidence	Have completed non- credit course or in-service training	Instructor interview with present super- visor	

Page xxx
 6

STUDENT GUIDE FOR DOCUMENTING EXPERIENTIAL LEARNING

Knowledges and Skills Acquired on the Job Certificate: _____ Course: _____	Check whether competent in knowledge or skill		Basis of Competence or Verification by: Check appropriate categories									Indicate portfolio page number for items checked at left or page number on which you have cited specific experience and/or examples to document your skills and knowledges
			Yes	No	Can verify through personal interview	Have job description of applicable position held	Have written verifica- tion from employer	Can verify through standard examination	Have examples of written evidence	Have completed non- credit course or in-service training	Instructor interview with present super- visor	
	UNIVERSITY OF CALIF. LOS ANGELES NOV 2 1966 GLENDALE HOUSE FOR JUNIOR COLLEGES											

Page xxxi